

Role Profile



Part A - Grade & Structure Information

Job Family Code	7PCS	Role Title	Outreach Worker
Level	S7	Reports to (role title)	Family Centre Manager / Leadership team of Dorking Nursery School
JE Band	228-268	School	Based at Goodwyns Road site of Mole Valley Family Centre led by Dorking Nursery School
		Date Role Profile was created	May-19

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To provide outreach family support to targeted families with children aged 0-11 years in the Mole Valley area to improve outcomes.</p> <p>Key roles include:-</p> <ul style="list-style-type: none"> - Work closely with the team to deliver the Surrey Family Centre offer across Mole Valley - Provide early intervention support for families to promote the outcomes of children and families - Manage and hold a case load of approximately 12-15 families, working proactively to identify, assess and evaluate the impact of any intervention - Deliver sessions for parents and parenting courses as required - Be an active member of the Family Centre team, leading a creche, providing peer support, developing local partnerships with pre-schools, HSLW, primary/secondary schools - Willing to be a Designated Safeguarding Lead if required and desire to extend CPD - Ability and keenness to develop the role into local primary schools for candidates willing to extend their knowledge. - Be proactive, with the ability to communicate effectively with professionals at all levels including leading TAF meetings - Able to work with a range of service users and promote needs of children
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Work Context	<p>Dorking Nursery School is the only outstanding rated maintained nursery school in Surrey with National Support School and National Leader of Education status. The ethos is that staff are highly skilled, hard working, committed and have a passion to see disadvantaged families succeed. Those working for Dorking Nursery School will be expected to have drive and be willing to be flexible in their approach to families and other team members.</p> <p>Dorking Nursery School leads the Mole Valley Family Centre, one of 21 new centres created as part of the Surrey Family Resilience offer. The Nursery School and Family Centre will work cohesively focusing on the needs of the entire family. The role is based at the Goodwyn's Road site, however, encompasses working a variety of ways with families across the whole of Mole Valley.</p> <p>This role will require excellent knowledge of the Mole Valley area and an understanding of the context/setting they are working in.</p>
Line management responsibility if applicable	Not applicable.
Budget responsibility if applicable	Not applicable.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"> • Contribute to risk awareness in carrying out duties and raise issues where appropriate. • Assess and manage risk associated with assigned cases/service delivery to ensure safeguarding of service users. <p>Case Management</p> <ul style="list-style-type: none"> • Monitor, manage and deliver care plans in specified service area. • Undertake case related reports and maintain records in accordance with procedural and legislative requirements. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Initiate assessments, plan and carry out care management within procedural and regulatory framework. May plan the work of other staff. • Assist in development and project work, and working with other staff to provide information and feedback. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Make recommendations for the provision of services in line with the budget determined according to assessment of needs. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and work in partnership with other internal departments, partner organisations, agencies and/or contractors and engage with the community and volunteers. <p>People Management</p> <ul style="list-style-type: none"> • Contributes to the induction and training of new staff and the on-going development of more junior staff, and may coordinate and supervise the work of team assistants.

	<p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Vocational Qualifications Level 3/4 or equivalent in relevant field with practical knowledge of service user group needs, or equivalent experience. • For some roles a relevant degree may be required. • Understanding of relevant legislation, processes and procedures and issues relating to the service user group. • Ability to show an understanding of the circumstances of people with more complex social care needs, to gather detailed and appropriate information and to reach a view about the likely source of assistance. • Able to plan, manage and prioritise a caseload and seek guidance where necessary. • Numerate and able to make recommendations for the provision of services in line with the budget determined according to assessment of needs. • Competent in a range of IT tools including MS Office and database management systems. • Effective written and oral communication and interpersonal skills with the ability to build relationships with a range of stakeholders. • Problem solving skills or ability to undertake process or practice improvement with minimal supervision. • Ability to work effectively and flexibly as part of a team, and provide guidance and assistance to less experienced or more junior members of staff. • Experience of working with the user group and of staff supervision where appropriate. • <u>Satisfactory DBS clearance might be required.</u>
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Educated to at least Level 3 in early years, health or social care and GSCE (or equivalent) in English and Maths</p> <p>Car driver with use of car and current driving licence</p> <p>Work in partnership with the Family Centre and other agencies to deliver parenting programmes and courses, on a 1:1 basis or to a group</p> <p>Have excellent administration and organisation skills to keep accurate records in adherence to relevant policies.</p> <p>Take part in regular team meetings, supervision meetings with line manager(s) and external supervision as required.</p> <p>Experience of contributing to EHAs and TAFs and able to take the lead role in a TAF</p> <p>Experience of supporting parents with mental health difficulties, involved with social care and able to contribute to a holistic care plan to meet the needs of the children</p> <p>Experience of delivering bespoke sessions or courses to meet the needs of a target population.</p> <p>Willingness to seek advice, be proactive, take initiative, flexible with diary management to ensure needs of families are met, carry out home visits</p> <p>Willingness to be deployed in other settings in the Mole Valley area to support the local offer, for example primary schools</p> <p>Willingness to attend CPD relevant to the role, experience in the role of Designated Safeguarding Lead or willingness to be trained in this role</p> <p>This post is subject to satisfactory DBS clearance and pre-employment checks</p>

Role Summary	<p>Roles at this level provide a practical front line support service helping with advice and guidance, managing a varied caseload, and working as necessary with community, professional groups and local organisations to ensure provision of support. They have practical knowledge of the procedural framework, service user group needs, and are authoritative on procedures of some complexity and variety, with an in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance. They may supervise a team and coordinate service delivery in their own service area.</p>
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Dorking Nursery School and Mole Valley Family Centre is committed to safeguarding and promoting the welfare of children, young people, families and carers and expects all staff and volunteers to share this commitment. Appointment to this post will be subject to an enhanced background checks by the Disclosure and Baring Service and satisfactory references

National Support School
designated by

National College for
Teaching & Leadership



